Mei M 520 Solano Ave Los Angeles CA 90012

Sep 7th 2018

Via ECFS
Marlene H. Dortch, Secretary
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: In the Matter of Petition of USTelecom for Forbearance Pursuant to 47 U.S.C. Section 160(c); WC Docket No. 18-141; Category 1

Dear FCC.

I am a consumer who supports broadband competition. As a low-income resident in the highly dense city of Los Angeles, one would expect greater access to cutting edge broadband technology from the free market. The reality is appalling with real economic consequences.

For years, only AT&T was available in my neighborhood as a provider. Despite participation in the Lifeline Program, the lack of competition in my area has resulted in my family paying high, rising fees for basic, subpar and intermittent internet speeds. Since AT&T refuses to bundle their services, we are charged separately for the two services (phone + internet) at a higher rate. At the end of the day, my family pays the same amount, and at times higher, than any regular customer for comparable services.

Slow and unreliable internet has presented additional, unnecessary barriers to me as a student. I enrolled in online courses in hopes of improving my career and economic opportunities. Due to slow internet services, I face issues streaming educational videos/ content, accessing academic materials in a timely manner, submitting papers and taking timed exams online.

When I decided to advance my education, I expected to respectfully debate with peers and professors on the merits of rapidly changing knowledge and technology. Not spend hours with AT&T's Customer Service on why my internet is DOWN AGAIN. If I receive a low grade, I expect it to be due to my own failure to learn. Not because my broadband service provider has throttled my internet during my time-sensitive attempts to log in for exams.

AT&T does not have plans to for faster, reliable fiber connection in my area. A small competitor recently began providing broadband services, with promises of fiber coming soon. I am overjoyed by the news!

I urge the FCC not to dismantle key components of the 1996 Telecommunications Act. Encouraging competition amongst telecommunication providers will have a real, solid impact on me as an individual and my ability to contribute to the nation's GDP.

Please help America retain its power as a global economic powerhouse.

Mei M